GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:91
ANSWERED ON:17.02.2006
BSNL SERVICES IN RURAL AREAS
Chaure Shri Bapu Hari;Dhotre Shri Sanjay Shamrao;Patil Shri Balasaheb Vikhe

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has received complaints about the poor quality of the services of the Bharat Sanchar Nigam Limited (BSNL) in the rural areas of the country;

(b) if so, the details thereof and the reasons therefor;

(c) whether the Government has put in place any mechanism to assess the quality of the BSNL services in the rural areas of the country;

(d) if so, the details thereof; and

(e) the steps proposed to be taken by the Government to make improvements in the BSNL services in the rural areas?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) Sir, in general, the quality of service of BSNL in the rural areas is satisfactory. However, BSNL having a vast rural network, there are some complaints due to non-availability of reliable power supply.

(c) & (d) The quality of BSNL services is assessed on regular basis for rural as well as urban areas. However, there is no separate mechanism exclusively for rural areas. Fault rate, fault clearance, call completion ratio are some of the parameters of quality of service which are monitored. In addition, the exchange and media breakdown are also monitored regularly at various levels.

(e) Following steps are taken by BSNL to improve the services:

(i) Connecting all exchanges on reliable digital media.

(ii) Replacement of underground paper core cables by other systems in phased manner.

(iii) Introduction of Wireless in Local Loop (WLL) system to cover larger rural areas.

(iv) Interactive Voice Response System (VRS) based centralized fault booking at Short Distance Charges Centre (SDCC).

(v) Monitoring performance of telephone exchanges/media on daily basis.

(vi) Conversion of SBM into RSUs.

(vii) Conversion of C-DOT 256 Port exchanges into Access Network-Rural Automatic Exchanges (AN-RAXs).

(viii) Provision of maintenance free battery sets and Engine Alternators for backup power supplies.

(ix) Annual Maintenance Contract (AMC) entered for WLL equipments working in rural area including FWTs and provision of AMC in new supplies.

(x) Provision of high capacity external maintenance free battery with FWT for providing larger talk time and standby time.

(xi) Battery charger of FWT to operate in the voltage range of 90-300V.